Equality Impact Assessment (EIA)

"Recycle for Derby" and Refuse Collection

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: **"Recycle for Derby" and Refuse Collection**

Assessment team leader name: **Malcolm Price**

Date of assessment: **13th July 2007**

Department responsible: **Environmental Services**   Service Area: **Waste Management**

Other members of assessment team:

Name	Position	Area of expert	Comments

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Rachel Bailey	Policy and Projects Officer	Refuse Collection and Recycli	

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Geoff Woolley	Performance and Logistics Officer	Waste Performance Management	

Jane Witherow	Team Leader Derby Direct	Customer Services	
Question		**Response/ findings**	

| What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing? | | To comply with the statutory duty for Derby to collect and dispose of household waste under Environmental Protection Act 1990.

To meet the provisions of the Waste Emissions Trading Act 2003 by maximising diversion from landfill.

To fulfil where practicable the requirements and aspirations of the Derbyshire and Derby City Integrated Waste Management Strategy.

To comply with the provisions of the Waste Management Statement of Policies Report 2006. | |

Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements		Environmental Services, Waste Management Waste Recycling Group Greenstar Vital Earth Transcycle Magferns Servicers of Bring Sites: Oxfam, Servernside, Smurfit Kappa Recycling, Berrymans Glass, Abitibi Recycling, Hall and Campey, European Recycling Co Ltd, Planet Aid, Salvation Army and Padley's	
Question			

Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?		External Customers: Everyone living in Derby and a small element of visitors to the City. Internal Customers: Derby City Council service providers and many schools Groups: Some elderly residents have a "night soil" service Patients being treated by the district nurse can have a clinical waste collection service Some elderly and disabled residents can have an "exemption" service on request (our staff do all of their wheeled bin handling on collection day). Leaflets and recycling information is translated on request Large print of leaflets available on request "Minicom" available at Derby Direct	

What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?		Increase diversion of municipal waste from landfill Provide a regular collection facility for all residents High customer satisfaction Comprehensive range of waste material that can be recycled efficiently and effectively from the kerbside Meeting national waste recycling and composting targets Increasing participation on the scheme Reducing contamination of the collected recyclate Reducing missed collections that are our fault Reducing 'queuing' to contact Derby Direct Meeting promised response times Changes/Improvements Expanding the scheme to more and more households. During Jan 2006, switching from box collection service for 29,000 households to	

		a wheeled bin collection service to match the rest of the City that was on the scheme. Improving communication by emphasising accepted iconography and using pictures in leaflets telling people how to use the scheme. Providing people with a kerbside outlet for food, garden waste and cardboard all year round from 2007. Larger bins for larger families 5+ in any household Real Nappy scheme targeted at parents with babies Providing bin audits for those household who find it difficult to comply with the scheme	
Question		**Response/ findings**	

What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice. What did they tell you?		Refuse Collection had a Best Value Review during 2001. This is now out of date. ISO 9000 Inspections and Audits ISO 14001 Inspections and Audits	
Identifying potential equality issues and factors			
Question		**Response/ findings**	

What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring		Recycle for Derby Leaflets had inputs from ethnic groups Bring Sites were reviewed for DDA by Mick Watts Performance monitoring of service failures takes place Interpreters available at Derby Direct Can broker individual solutions for kerbside recycling on request.	
Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?		Other than the Pointer Survey there is no evidence is available to establish whether or not the take up of our services meets the needs of disadvantaged groups	

Question		Response/ findings	
Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?		Influx of economic migrants from Eastern Europe who live in derby will have benefited from the new style of information leaflets Increasing Student Population needs to be reviewed regularly and timely of the services that are provided. New developments particularly apartments and single occupancy units need to be targeted with appropriate information and solutions identified to meet their recycling needs. Car ownership and cars parked in terraced streets can cause delays in the service due to poor accessibility. Smaller Refuse Collection Vehicle usually deployed by the following day to clear any presented waste or recyclate.	
Question		**Response/ findings**	

Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?		Problems are experienced when bins are not returned from where they were collected from.	
What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?		Customer Satisfaction Survey (Pointer) Missed collections by round FLARE and EXOR ICT systems store data on complaints and enquiries for service by address.	
Question		**Response/ findings**	
Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?		Corporate Equality and Diversity Policy	

Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?		Positive: Exemption Service Clinical waste collection and night soil service Recycling boxes available for those who cannot deal with wheeled bins Roadshows tailored for particular communities Dealing with bins on streets Negative: None identified	

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

what information or data you will need
using both quantitative and qualitative data
making sure that where possible there is information that allows all perspectives to be considered
identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you	Gaps in information

			can	
Customer feedback and complaints	Using Exor (06/07) Using FLARE (from 9th July 07)		To be established	To be established
Consultation and community involvement	Roadshows for "Recycle for Derby" Roll Out		To be established	To be established
Performance information including Best Value	Missed Collections by Round from April 2007		To be established	To be established
Take up and usage data	None		To be established	To be established
Comparative information or data where no local information	None		To be established	To be established, through a focussed benchmarking project with similar sized local authorities
Census, national or regional statistics	Not applicable			
Access audits or assessments such as DDA assessments	None		To be established	To be established
Workforce profile	Payroll	Environmental Services	To be established	To be established from Corporate/ Departmental research

Where service delivered under procurement arrangements – workforce profile for deliverers	Not available		To be established	To be established from discussions with current service providers.
Monitoring and scrutiny outcomes	Local Performance Indicators and Best Value Performance Indicators	Waste Management and Performance Eye systems	To be established	To be established

Objectives - process, impact or outcome based

Objective/Target: RC1	
Specific	• To improve completion on exemptions (returning bins to where they were taken from.)
Measurable	• Tracking complaints via FLARE
Achievable	• Yes
Relevant	• The correct completion of an exemption collection is of key importance to both Waste Management and the customer
Timed	• During 2007/08

Objective/Target: RC2	
Specific	• Introduce tactile icons on bins for those with visual impairments
Measurable	• Identify potential demand
Achievable	• Yes
Relevant	• To enable those with visual impairments to distinguish between different containers
Timed	• During 2008/09

Objective/Target: RC3	
Specific	• Promote exemption service on all literature
Measurable	• Ensure all promotional materials bear the message
Achievable	• Yes
Relevant	• Improving awareness of services can have a positive effect on customer satisfaction
Timed	• During 2008/09

Objective/Target: RC4	
Specific	• Identify impact of wheeled bins left on the street all week
Measurable	• Identifying hotspots and development of an action plan
Achievable	• Yes
Relevant	• Bins left on street longer than is necessary can be a hazard to those in wheel chairs, to those with visual impairment and to people with pushchairs.
Timed	• From September 2007

Objective/Target: RC5	
Specific	• Review findings of Pointer Surveys based on survey samples
Measurable	• Using demographic make-up of the Pointer Survey
Achievable	• Yes
Relevant	• Customer satisfaction may differ amongst BME and age related groups which could mean that services need to be tailored to meet those demands
Timed	• During 2008/09

Objective/Target: RC6	
Specific	• To conduct a BV review the refuse collection and recycling service
Measurable	• Using BVR methodologies
Achievable	• Needs to be considered in the light of the wider Waste Management Services provided by Derby City Council
Relevant	• New technologies being considered for the Derby City and Derbyshire Waste Procurement Contract will impact on how waste management services are to be delivered over the next 25 years
Timed	• After April 2010

Objective/Target: RC7	
Specific	• To conduct outreach research into the take up of services amongst disadvantaged groups.
Measurable	• Identify key interest groups
Achievable	• Yes
Relevant	• Gaining an insight amongst disadvantaged groups can only lead to better service provision in the future
Timed	• From April 2008

Objective/Target: RC8	
Specific	• To begin a dialogue with Student bodies
Measurable	• Identifying awareness amongst Derby's student community
Achievable	• Yes
Relevant	• To come to a mutual understanding of how the service is delivered and to become more aware of any specific service delivery needs on the part of students living in Derby.
Timed	• From September 2008

Objective/Target: RC9	
Specific	• To begin a dialogue with Asian Womens Group(s)
Measurable	• Identify key interest groups
Achievable	• Yes
Relevant	• To come to a mutual understanding of how the service is delivered and to become more aware of any specific service delivery needs
Timed	• From April 2008

Objective/Target:	
Specific	• To explore with Derby Direct a system of return calls to customers to establish "service rectification" satisfaction
Measurable	• Using FLARE and CSIS
Achievable	• Yes
Relevant	• To discover the ethnic mix of those who need to request services, require advice or complain about service delivery.
Timed	• From January 2008